



Complaints Policy

Complaint Policy for Cause UK Public Relations

Cause UK Public Relations strives to provide a high-quality service to all clients and maintain a positive work environment for all employees. However, we understand that there may be occasions where clients or employees are not satisfied with our services or conduct. To address these concerns in a fair and timely manner, Cause UK Public Relations has developed the following complaint policy.

1. Complaint Procedure for Clients

If a client is not satisfied with our services or conduct, they can make a complaint by following these steps:

- Contact their account manager or the relevant department head to discuss their concerns.
- If the issue is not resolved, the client can contact the Managing Director of Cause UK Public Relations to escalate their complaint.
- The Managing Director will investigate the complaint and provide a response within 10 working days.

2. Complaint Procedure for Employees

If an employee has a complaint regarding their employment, they can make a complaint by following these steps:

- The employee should raise their concerns with their line manager or HR representative.
- If the issue is not resolved, the employee can escalate their complaint to the Managing Director of Cause UK Public Relations.
- The Managing Director will investigate the complaint and provide a response within 10 working days.

3. Anonymous Complaints

Cause UK Public Relations understands that some individuals may feel uncomfortable making a complaint in person. Therefore, we also accept anonymous complaints. However, we encourage individuals to provide as much information as possible to help us investigate the complaint.

4. Confidentiality

All complaints will be treated with the utmost confidentiality, and information will only be shared with those who need to know to investigate the complaint. However, please note that if the complaint involves a breach of the law or company policy, we may need to disclose information to relevant authorities.

5. Feedback

Cause UK Public Relations values feedback and will use the information gathered from complaints to improve our services and work environment.

In conclusion, Cause UK Public Relations is committed to addressing all complaints in a fair and timely manner. If you have any concerns, please do not hesitate to contact us.